

CALL CENTER REPRESENTATIVE SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
	Call Center Operator			6 mo.	00/00/00
	Call Center Representative I			6 mo.	00/00/00
	Call Center Representative II			6 mo.	00/00/00
	Call Center Supervisor			12 mo.	00/00/00
	Call Center Manager			12 mo.	00/00/00

Promotional Line:

Series Narrative

Employees in this series work in a call center and answer, relay, and escort incoming and interoffice calls. Employees beyond the first level also schedule patient appointments and register patients for clinical departments. Employees at the higher levels train and supervise lower level staff and oversee the day-to-day operations of the unit.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Call Center Operator 0000

Employees at this level operate multi-line telephone equipment to answer and relay incoming calls and may assist with scheduling appointments. They work under direct supervision from a designated supervisor.

A Call Center Operator typically---

1. Answers and escorts callers to appropriate parties.
2. Provides general information to callers concerning appropriate university offices, location of university events and other information as requested by caller.
3. May assist with the scheduling of appointments as needed.
4. Performs other related duties as assigned.

Level II: Call Center Representative I 0000

Employees at this level are experienced in the operation of multi-line telephone equipment to answer and relay incoming calls. They schedule and re-schedule new and return patient appointments for a small number of the clinical areas served. They work under general supervision from a designated supervisor.

A Call Center Representative I typically---

1. Registers and schedules new patients and schedules return patient appointments for physicians, faculty and residents. Cancels and reschedules patient appointments.

2. Responds to all incoming and interoffice calls and escorts callers to the appropriate party.
3. Responds to paging requests and patches callers together as required.
4. Accesses centralized database information and physician call schedules to enable accurate and efficient routing of calls.
5. Utilizes electronic health system to compose and send accurate e-mail messages to clinical nursing staff in response to patient requests.
6. Provides assistance in the pre-registration of new clinical patients via phone to obtain demographic information and orient them to the services, policies, and/or referral procedures of the medical practice.
7. Provides feedback to departments regarding accessibility of personnel.
8. Obtains insurance information and verifies eligibility for patients.
9. Performs other related duties as assigned.

Level III: Call Center Representative II

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Employees at this level are experienced in the operation of multi-line telephone equipment to answer and relay incoming calls. They schedule and re-schedule new and return patient appointments for a large number of the clinical areas served. They work under general supervision from a designated supervisor.

A Call Center Representative II typically---

1. Independently performs call center duties delineated at Level II of the series.
2. Maintains centralized database.
3. Updates and maintains physician call schedules.
4. Assists in the training and orientation of new call center staff.
5. Monitors work flow and provides assistance and/or instruction to other call center staff.
6. Performs other related duties as assigned.

Level IV: Call Center Supervisor

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Employees at this level supervise call center personnel and oversee the day-to-day operation of the unit and/or an assigned group of employees. They work under direction from a Call Center Manager or designated supervisor.

A Call Center Supervisor typically---

1. Supervises and manages the activities of assigned staff.

2. Monitors and critiques staff performance and provides statistical reports of call center activities.
3. Performs employee evaluations, approves sick/vacation times, approves need for compensatory time, and participates in the disciplinary process as required.
4. Develops and conducts training for new personnel and provides continuation training for the existing staff.
5. Participates in the interviewing and hiring process to fill new and/or replacement positions.
6. Assists in the development of call center policies and procedures.
7. Develops and maintains clinics' reference materials for all staff.
8. Maintains computerized database of all medical care providers and clinical services at the facility.
9. Assists in the coordination of all pager purchases and maintains supply of maintenance pagers. Programs and disburses pages as required.
10. Handles complaints and provides feedback to staff to ensure excellent customer service.
11. May perform duties of lower levels of series as required.
12. Performs other related duties as assigned.

Level V: Call Center Manager

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Employees at this level manage and coordinate the operation of a call center. They work under administrative direction from a designated supervisor.

A Call Center Manager typically---

1. Supervises support staff directly and through appropriate supervisors, maintaining responsibility for work performed, development and implementation of internal controls, and the development and/or revision of policies and procedures. Develops performance criteria for call center staff to reflect adherence to call center standards.
2. Monitors and critiques staff performance and provides statistical reports of call center activities
3. Develops call center policies and procedures. Working with the clinic offices, develops standards in call schedules, changes, additions and deletions.
4. Develops and implements on-going support of centralized appointment scheduling of the various clinics.
5. Conducts interviews to fill new and/or replacement positions.

6. Performs employee evaluations, approves sick/vacation times, approves need for compensatory time, and participates in the disciplinary process as required.
7. Assists in the telecommunication budget process relating to the 7 digit pager purchases and monthly billing. Keeps abreast of the changes in pager models and comparative pricing between digital and alphanumeric pagers.
8. Maintains database of pagers, departments, users and budget purpose numbers for audit and billing purposes.
9. Updates the automated telephone cost accounting system with monthly and one-time paging charges as appropriate.
10. May perform duties of lower levels of series as required.
11. Performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Call Center Operator 0000

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduate or equivalent
2. 3 months of paid experience working with the public

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to keyboard at least 15 wpm
2. Excellent oral communication skills
3. Demonstrated customer service skills
4. Ability to maintain confidentiality
5. Ability to establish and maintain effective working relationships across the organization

Level II: Call Center Representative I 0000

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduate or equivalent
 2. 1 year work experience answering telephones and scheduling appointments
- Or
- 6 months of clinic reception/appointment scheduling experience in a medical environment

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to multi-task
2. Excellent oral and written communication skills
3. Demonstrated customer service skills
4. Knowledge of medical terminology
5. Knowledge of insurance and/or government health programs

6. Ability to spell accurately
7. Ability to read and comprehend scheduling protocols
8. Knowledge of electronic health record systems
9. Ability to maintain confidentiality
10. Ability to establish and maintain effective working relationships across the organization
11. Ability to keyboard 20 w.p.m.

Level III: Call Center Representative II

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of training/experience requirements listed at Level II of the series.
2. 1 year work experience comparable to the Level II of the series with at least 6 months experience scheduling for at least 5 disciplines (for example-Surgery, Pediatrics, Family and Community Medicine)

PERSONAL ATTRIBUTE NEEDED TO UNDERTAKE JOB

1. Ability to multi-task
2. Excellent oral and written communication skills
3. Demonstrated customer service skills Knowledge of medical terminology
4. Knowledge of insurance and/or government health programs
5. Ability to spell accurately
6. Ability to read and comprehend scheduling protocols
7. Knowledge of electronic health record systems
8. Ability to maintain confidentiality
9. Ability to establish and maintain effective working relationships across the organization
10. Ability to keyboard 20 w.p.m.

Level IV: Call Center Supervisor

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Possession of training/experience requirements listed at the Level III of the series.
2. 1 year work experience comparable to the Level III
Or
A minimum of 12 months direct supervisory experience

PERSONAL ATTRIBUTE NEEDED TO UNDERTAKE JOB

1. Ability to communicate effectively both in oral and written form
2. Demonstrated customer service skills
3. Ability to establish and maintain effective working relationships across the organization
4. Proficient computer skills
5. Supervisory ability
6. Ability to prioritize and manage time effectively
7. Ability to lead and motivate staff.

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduate or equivalent
 2. Bachelors Degree in business, education, health administration, or related field
- Or
- 3 years of management work experience in call center or clinic

PERSONAL ATTRIBUTE NEEDED TO UNDERTAKE JOB

1. Ability to communicate effectively both in oral and written form
2. Demonstrated supervisory and management skills
3. Ability to establish and maintain effective working relationships across the organization
4. Proficient computer skills
5. Ability to prioritize and manage time effectively
6. Ability to lead and motivate staff.